

Introducing ADSelfService Plus >>>

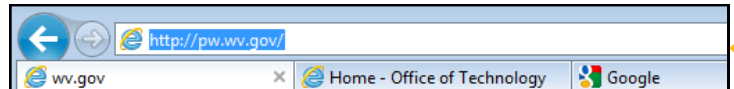
From September 2009 through August 2010, the Service Desk at the Office of Technology (OT) received 20,000 requests to reset network passwords. To assist users more quickly with this common technical support issue, OT is deploying ADSelfService Plus. This tool will enable state employees to reset their passwords or unlock their accounts directly from their computer, without having to contact the Service Desk.



WEST VIRGINIA OFFICE OF TECHNOLOGY

PASSWORD *reset* TOOL

Step 1. Go to Open your Internet browser, type ***pw.wv.gov*** in the address bar, and press ***Enter***.



Step 2. Click “User Registration” After clicking ① “User Registration,” the page will prompt you to ② “Please login here” above the ③ Sign in section to the right of the page.

Step 3. Sign In Enter your ④ **Network ID/User Name** and ⑤ **password** in the fields. Your ④ **User Name** is your A, B, C, E or T number that you normally login with (Ex. E123456). Type in the ⑥ random letters and numbers for security purposes. Click the ⑦ **Login** button.

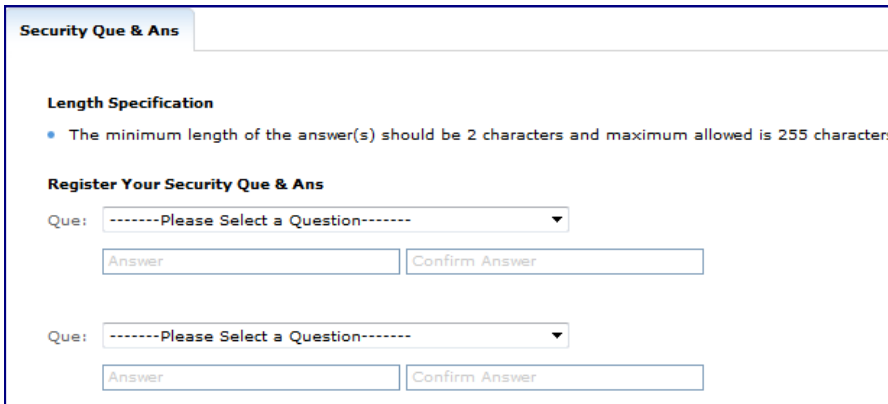
Step 4. Click Here

If you have any questions, please contact the **Service Desk** at ServiceDesk@wv.gov or 304-558-9966.

Please Note >>>

Step 5. Provide Questions and Answers

Select the security question you will be able to remember and provide the answers. There are multiple questions to choose from. The page will require you to enter your answers twice, to ensure that you typed them correctly. These answers will not change unless you change or update your registration, so please choose carefully and make sure you will remember the answers. Remember, this is *your* network ID; by keeping it secure, you help maintain both accountability and security.



Once you have chosen your **questions and answers**, finish the registration by clicking the **“Enroll”** box. You will see a page confirming your enrollment.

On Security Questions

The answers to your security questions should be thought of as passwords themselves, and never be obvious, or be shared. Because common security question answers are sometimes public or well-known information (mother's maiden name, mother's father's name, first pet name), security professionals recommend making up fictitious answers to foil an imposter. You could spell the name backwards, or use another name, and plan to remember this “switch” in case you need to use the password reset system.

>>> You have now completed the enrollment process!

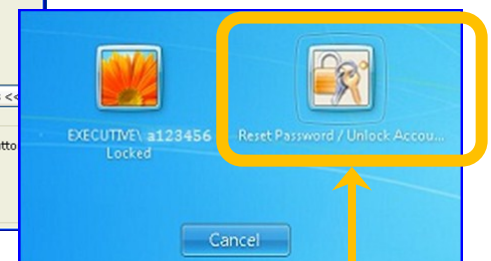
Next time you forget your password or get locked out...

After you have registered, you will see a new option on the Windows login screen that appears when you press Ctrl-Alt-Del.

If you have tried unsuccessfully to log in to your computer several times, or if you see a message stating that your account is locked out, clicking the “Reset Password/Unlock” option will allow you to verify your identity and login again, without needing the assistance of the Service Desk.



Windows XP



Windows 7